

**VIRGINIA DEPARTMENT OF ENVIRONMENTAL QUALITY**  
**Community involvement work plan**  
Revised July 18, 2005

**General**

Task	Lead	Additional staff	Schedule	Notes/status
Response to CI Task Force report	Hayden	Steering committee to help set priorities	As needed	Ongoing work. DEQ staff has been updated; next round of regional community meetings is being planned.
Finalize CI policy	Hayden	Thomson	December 2004	Complete
Letter from RGB explaining CI recommendations to other stakeholders	Frahm		December 2004	Complete
Letters to other agencies on issues identified at open houses	Frahm		Week of 12/13/2004	Complete
Steering committee	Frahm		April 2005	On-going
Meet with key stakeholders to discuss CI, potential role of regulated community	Frahm	Hayden	June 2005	Information sent to each group with invitation to meet.

**Public information**

Task	Lead	Additional staff	Schedule	Notes/status
Web-based permit / application tracking	Hayden	CEDS business analysts	December 2005	Air, Water & Waste divisions have completed online tracking; next step will be to develop a more-consistent approach and determine best method for sorting permits based on region.
Regional office web site management: priorities, notice management, links and issues	Hayden	F. Daniel / Steers / Cole / Gambone / Tragesser / other RDs	October 2005	Regions have identified regional web authors. Public Affairs is developing templates for regional use and will provide guidance as web authors begin to develop content for regional pages.

Identify and develop public information products and materials; set priorities	Hayden	Underwood / Cole / central office outreach staff	Ongoing	<ul style="list-style-type: none"> <li>• Evaluate need for annual report (electronic version only)</li> <li>• Fact sheets (post on web site)</li> <li>• Look at template/graphic image for design</li> <li>• Enforcement Division priority</li> <li>• Inventory of materials needed</li> <li>• Look at DEQ branding and program promotion, including DEQ logo clothing, nameplate, evaluate video update</li> </ul>
Redesign of public notice section of web site, including separation of permit actions and regulatory actions	Hayden	Cole	August 2004	Complete; ongoing evaluation
Evaluate development of list serve or other notification system	Hayden	Gambone	September 2005	<ul style="list-style-type: none"> <li>• Best option for email list has been identified; working with OIS</li> <li>• Guidelines for data use being developed</li> <li>• Questions of use: Town Hall, Virginia Naturally, CI</li> </ul>
Online glossary	Hayden	Cole	August 2005	Glossary is being edited and will be live on the web soon.
Online tracking of regional community involvement activities; database with multiple points of access	TBD	Gambone / Neilan	TBD	This may include online community partner registration (and maintenance) system.
Develop exceptional waters designation kit (Tier III)	Regn	Underwood / Cole / Neilan	Sept 2005	Tier III
Develop "community involvement" section of DEQ web	Hayden	Cole / Gambone / Tragesser / Underwood	May 2005	Complete. Section is being updated periodically.
Easy access to permit information, environmental data, public notices on web	Tragesser	Gambone	April 2005	Complete. This incorporates the existing individual components on web
Revised permit public notice templates	Hayden	Cole / Berndt	April 2005	Complete. Almost all templates have been distributed to staff and are being used for published notices.

Last date a regulation was amended on the web	Tragesser		February 2005	Complete Web authors have been reminded and will be reminded again periodically
Clear link to environmental and health information (including indoor air) on web	Tragesser	Cole	September 2005	<ul style="list-style-type: none"> <li>• Partially complete</li> <li>• Public Affairs has begun working with program staff to update health, environment links</li> <li>• Links to EPA glossary may be included; contact information, links and other resources will be combined in one area</li> </ul>
Board profile information on web	Cole	Berndt	August 2004	Complete
Combine web-based calendars	Hayden	Gambone	October 2005	<ul style="list-style-type: none"> <li>• May be appropriate for Environmental Education staff to maintain</li> <li>• Virginia Naturally calendar could evolve into a community calendar</li> <li>• Calendar information could be distributed through email list</li> </ul>
Online posting of wetland permit information / status	Hayden	Gilinsky	September 2005	Awaiting completion of VIMS application. Link has been established, but applications still under development.
Periodic communication with Virginia Naturally partners	Regn	Drumheller	May 2005	<ul style="list-style-type: none"> <li>• Update monthly emails and list serve</li> <li>• Rotate messages from agency heads</li> </ul>
Display ads and/or local news releases for hearings, comment periods, etc.	Hayden	Berndt / Cole / various task force members	Ongoing	<ul style="list-style-type: none"> <li>• Continuing discussion with task force</li> <li>• Public Affairs will develop criteria for determining which notices will be accompanied by a news release and identifying the target audience</li> <li>• Task force subgroup will discuss use of display ads and targeting news releases</li> </ul>

## Board policies and procedures

Task	Lead	Additional staff	Schedule	Notes/status
Clarify policy on ex parte	Berndt	Hayden/Cole	July 2005	Will put into writing and post on web site as

communication				policy- currently being drafted. Discuss with Boards at Spring meetings
Implement practice of providing (or posting) copies of response documents for those who submitted comments	Berndt	CO & Regional staff responsible for preparing documents	July 2005	Document will be available with names of commenters, etc.
Implement practice of providing copies of full comments to board members	Berndt		July 2005	Need to respond to task force when we decide how to handle; discussion of posting on web - Discuss w/Boards at Spring meetings
Review implementation of other items and respond to task force	Berndt		June 2005	Discuss with Board at Spring meetings
Survey of board members on new member orientation	Berndt	Hayden/Cole	June 2005	August 2005
Statutory conformity	Frahm	Berndt	November 2005	Will work with Task Force if Del. Cox decides to proceed
State Advisory Board membership	Berndt	J. Daniel / Langford	March 2005	Complete. Chair of Air Pollution Control Board / liaison with SAB is pursuing CI recommendations. New charter approved at March, Air Mtg
Citizen Advisory Board for Solid Waste	Berndt	Sismour	Ongoing	Waste Division has been meeting with informal citizens group to discuss issues and provide information.
Technical advisory committee facilitation guidelines and resources	Berndt		May 2005	
Freedom of Information Act revisions	Felvey		May 2005	<ul style="list-style-type: none"> <li>• Discussed with regional managers; will send out policy with suggested changes</li> <li>• Charge for work needs to be decided</li> <li>• Policy revisions completed</li> </ul>

## Agency culture (staff development, guidance and tools)

Task	Lead	Additional staff	Schedule	Notes/status
Proposals for agency communications training	Hayden	Mongold / Neilan	Spring 2005	Mongold is seeking proposals on: <ul style="list-style-type: none"> <li>Public participation training for EMT</li> <li>Risk communication and community involvement training for all staff</li> <li>Written and oral communication skills for appropriate program staff</li> </ul>
Meet with central office divisions	Neilan	Hayden	March 2005	Complete, except for Water Resources Division
Meeting with agency outreach staff (March 9)	Hayden	Neilan	March 2005	Complete
Set up work groups and develop functional best practices manuals (teams)	Hayden	Neilan	September 2005	Participate in functional managers meetings to identify best practices and recruit volunteers for further development (permits, inspections, regulations and outreach)
Outreach success stories in agency newsletter	Cole	Drumheller	May 2005	Complete. Newsletter now contains Community Involvement highlight; revisions to format and content are ongoing.
Guidelines for holding community information meetings	Hayden	Neilan	June 2005	Specifics on how to structure and prepare for a meeting, which DEQ staff should attend, roles of staff, tips on handling tough questions, etc.
CI guidelines for Employee Recognition Program	Frahm	Tortorella	January 2005	Guidelines for selection committee have been provided. COMPLETED
Outreach and community education materials library LOV Requirements	Regn	Tortorella Underwood	June 1 – Sept 1	Exhibits and other information: <ul style="list-style-type: none"> <li>List and description of available resources; include target audience, cost</li> <li>Have internal distribution process</li> <li>Post on DEQnet</li> </ul>
Exhibits for library	Regn	Drumheller	June – Sept	Review open house materials for consistency and clarity -New DEQ exhibit?
Photo library	Gambone	Underwood	Sept 2005	Photos with names, for outreach and meeting use

## Outreach / public

Task	Lead	Additional staff	Schedule	Notes/status
Followup to regional open houses	Neilan	Each region	April 30 WCRO, Jan TRO, Feb NRO, Feb PRO, Mar SCRO, Mar VRO, Mar SWRO, Mar	Complete <ul style="list-style-type: none"> <li>• Thank you notes to attendees</li> <li>• Response to specific issues; include Town Hall web site and DEQ links</li> <li>• Update of databases / contact lists</li> <li>• Develop template for marketing</li> <li>• Determine future actions.</li> </ul>
Presentations by advocacy organizations to boards	Berndt		Fall 2005	Start this with Fall 2005 Mtg
Develop regional outreach plans and central office outreach plan	Neilan		July 1	Regional Plans Complete <ul style="list-style-type: none"> <li>• RDs can gather local/regional plans</li> <li>• Compare internal list to open house list; set priorities for issues</li> <li>• Identify stakeholders who are affected and were/were not there</li> <li>• What are the resources; identify what are the best methods – communication processes, relationships, networks, to address the issues</li> </ul>
Identify and set priorities for community involvement and outreach opportunities	Regn	Outreach Advisory Committee	March 9	Environment Virginia 2005, Virginia Conservation Network, State Fair.WQI, 4-H Youth Congress, Envirothon, VJAS, EE Week, Earth Week
Citizen guide to permitting and public participation manual	Hayden	Berndt / Neilan / Jarvis	September 2005	<ul style="list-style-type: none"> <li>• Regulatory process listed on Town Hall</li> <li>• Pull from best practices from staff</li> </ul>
Develop strategy for outreach to NGOs and regulated community	Hayden		August 2005	Send newsletter article based on letter to task force for Virginia Association of Counties and other newsletters
Presentation for EPA CI conference	Hayden	Neilan / Town	July 2005	Complete
Community involvement	Neilan	Regn /	April 2005	Completed April 11; four-hour workshop

workshop at VMI		Hayden/Berndt		included joint board meeting
Virginia “E-ambassadors”	Regn	Neilan	May 1-Nov	Proposal not funded by EPA. Grant application submitted ;VPI Scoping/Planning first meeting March 9